## EXPRESS MAIL LABEL # EL967843569US

<u>PATENT</u> Attorney Docket No.: WHTPJ-00301

## COMBINED DECLARATION FOR PATENT APPLICATION AND POWER OF ATTORNEY

As a below-named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated next to my name. I believe I am an original, first and sole inventor of the subject matter which is claimed and for which a patent is sought on the invention entitled: DECLARATIVE ACD ROUTING WITH SERVICE LEVEL OPTIMIZATION. The specification of which is attached hereto. I hereby state that I have reviewed and understand the contents of the above-identified specification, including the claims, as amended by any amendment referred to above. I acknowledge the duty to disclose information which is material to the examination of this application in accordance with Title 37, Code of Federal Regulations, Section 1.56(a).

I hereby claim foreign priority benefits under Title 35, United States Code, § 119 of any foreign application(s) for patent or inventor's

that of the application on which priority is	s claimed:				
Prior Foreign Application(s)				Priority Claim	
<b>3</b> 11 ()				Yes No	
Number	Country	Day/	Month/Year Filed		
I hereby claim the benefit under Title 35, subject matter of each of the claims of this first paragraph of Title 35, United States of Federal Regulations, § 1.56(a) which of date of this application:	s application is not disclosed in Code, § 112, I acknowledge the	the prior United S duty to disclose r	States application in the naterial information as	manner provided by the defined in Title 37, Code	
Application Serial No.	Filing D	ate	Status: Patent	ed, Pending, Abandoned	
I hereby claim the benefit under Title 35,	United States Code, § 119(e) o	of any United State	s provisional applicatio	n(s) listed below:	
Application Serial No.	Filing I	Date			
I hereby appoint the following as my atto Patent and Trademark Office in connection	-	ution to prosecute	this application and tra	nsact all business in the	
Thomas B. Haverstock	32,571 Jonatha	n O. Owens	37,902		
Please direct all correspondence regarding	this application to the following	ng:		<del></del>	
Thomas B. Haversto HAVERSTOCK & 162 North Wolfe R. Sunnyvale, Californ Customer Number	OWENS LLP oad ia 94086				
I hereby declare that all statements made believed to be true; and further that these punishable by fine or imprisonment or bo may jeopardize the validity of the applica	statements were made with the th, under Section 1001 of Title	knowledge that w	illful false statements a	nd the like so made are	
Full Name of First/Sole Inventor: Yves J	ean Caseau				
Inventor's Signature:			A	yust 29th, 200	
Residence: 15 bis rue Jean de La Bruyer	e 78000 France				
Citizenship: France Post Office Address: 15 bis rue Jean de	La Bruvere 78000 France			<del></del>	